

## **POLICE CRISIS INTERVENTION SUPERVISOR**

### **DISTINGUISHING FEATURES**

The fundamental reason the Police Crisis Intervention Supervisor exist is to perform direct crisis services; provide a wide variety of community and liaison services that promote and enhance the City's community based policing efforts. This classification performs responsibilities under general direction from a Police Lieutenant.

### **ESSENTIAL FUNCTIONS:**

Plans, organizes and directs the work of police crisis intervention specialist and the crisis intervention unit. Selects, trains and evaluates staff.

Coordinates activities of the unit, accomplishing objectives and assuring compliance with standards. Listens and communicates with staff.

Supports employee involvement in decision making to assist them in meeting individual goals and promotes positive employee attitude; provides guidance to staff in counseling and crisis intervention.

Investigates and follows up on complaints. Monitors and assists with divisional budget.

Reviews current policies, community needs and recommends new programs. Calculates and records unit statistics and prepares written reports using a computer terminal requiring continuous and repetitive arm/hand/eye movements.

Performs all functions of a police crisis intervention specialist. (Refer to current Specialist job description.)

Directs individual accomplishments toward organizational objectives and enhances unit cohesiveness through constructive feedback and empowering guidance.

Monitors professional services contracts with a variety of social service agencies.

Maintain regular consistent attendance and punctuality.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

Knowledge of:

Criminal justice system, Arizona mental health laws, intervention strategies, and the operation of a social service agency.

Ability to:

Select, supervise, and review professional level staff; assist with divisional budget; review and enforce policies, make recommendations for change

Communicate and deal effectively with clients in crisis situations, co-workers, other professionals, civic groups, and the general public.

Evaluate a wide range of human problems and supply appropriate information and referral service to resolve the problem, and/or employ appropriate intervention techniques to resolve an immediate and critical situation.

Interview victims of sexual assault, molestation or other related crimes.  
Lift and assist infirmed individuals and children.  
Assist in relocating victims of domestic violence or other life altering situations.  
Operate standard office equipment including a computer terminal, telephone and two-way radio.  
Respond on a 24-hour basis to emergency situations; operate a motor vehicle requiring a valid Arizona driver's license with no driving citations in the last 39 months.

**Education and Experience**

Requires a Bachelors' degree in Social Work, Psychology, Sociology or a closely related field and a minimum of three years experience in on-scene crisis intervention management and some supervisory experience.

**FLSA Status: Non-Exempt**

**HR Ordinance Status: Classified**